

## After Hours Monthly Support Summary



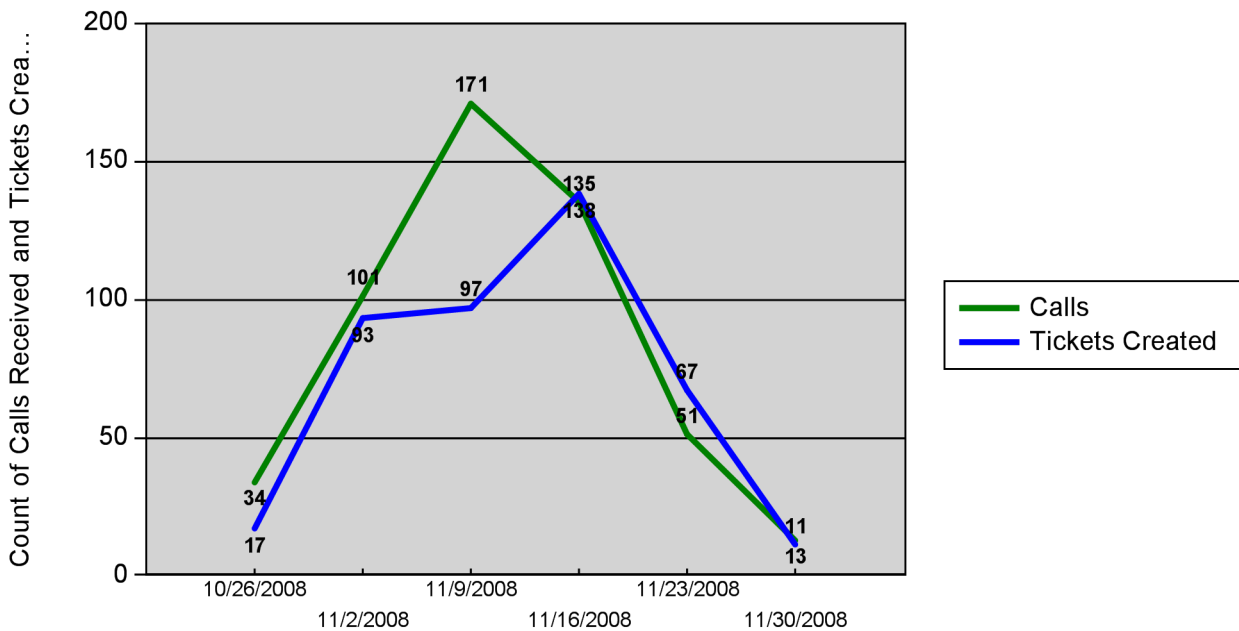
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Snapshot Date: 12/1/2008 6:34:05 AM

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

<b>Total Calls:</b>	<b>505</b>
<b>Total Tickets:</b>	<b>423</b>

Calls Received and Tickets Created By Week



NOTE: Occasionally, a phone call does not produce a REMEDY ticket (e.g. due to status callback, wrong number, etc). This explains discrepancies in the calls versus the total number of tickets.

For Week of: 10/26/2008

Calls Received: 34

Tickets Created: 17

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For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Snapshot Date: 12/1/2008 6:34:05 AM

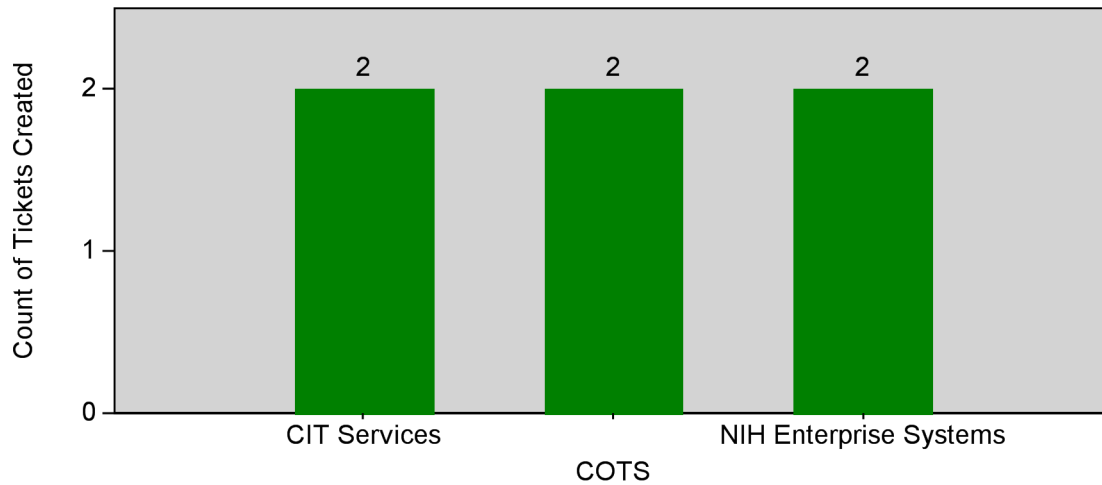
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 11/2/2008

Calls Received: 101

Tickets Created: 93

Tickets Created By Category Summary

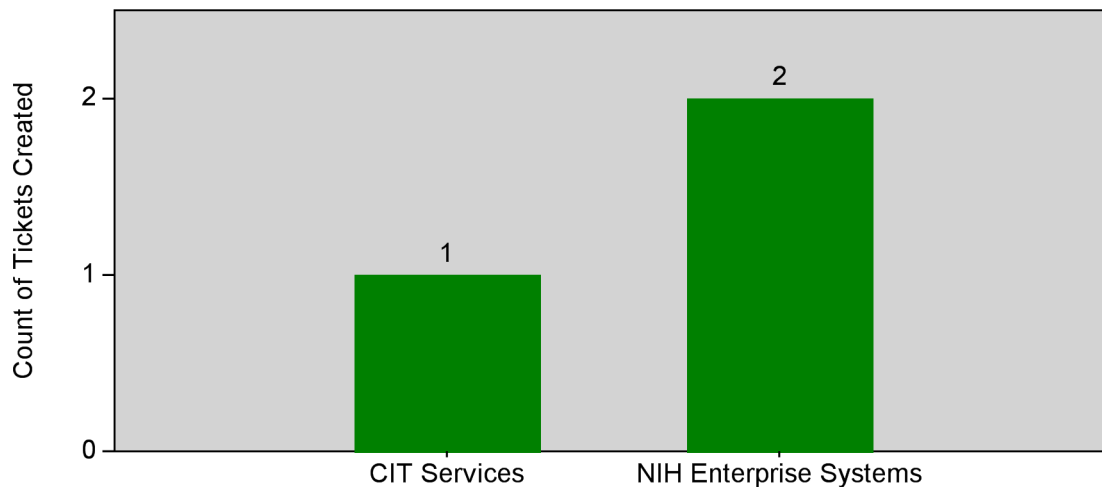


For Week of: 11/9/2008

Calls Received: 171

Tickets Created: 97

Tickets Created By Category Summary



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For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Snapshot Date: 12/1/2008 6:34:05 AM

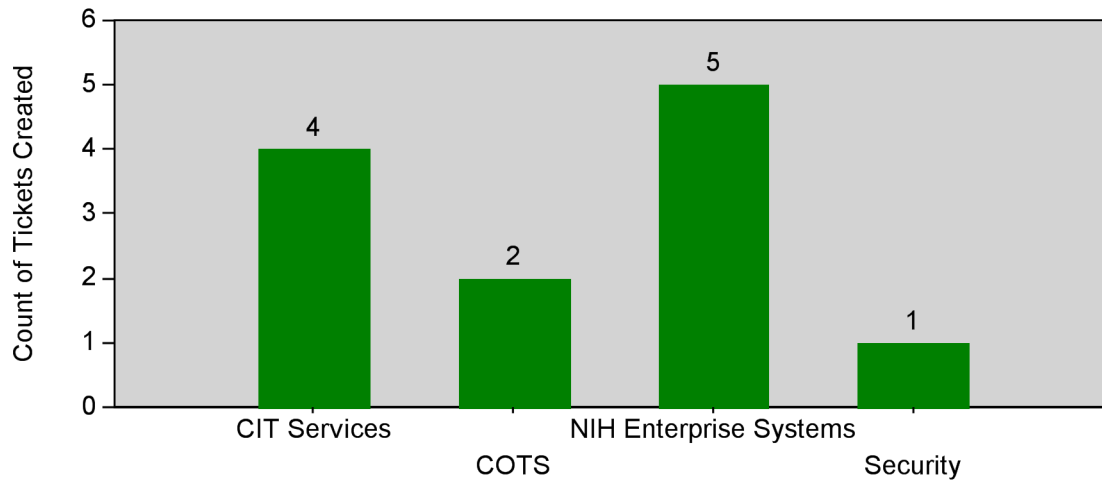
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 11/16/2008

Calls Received: 135

Tickets Created: 138

Tickets Created By Category Summary

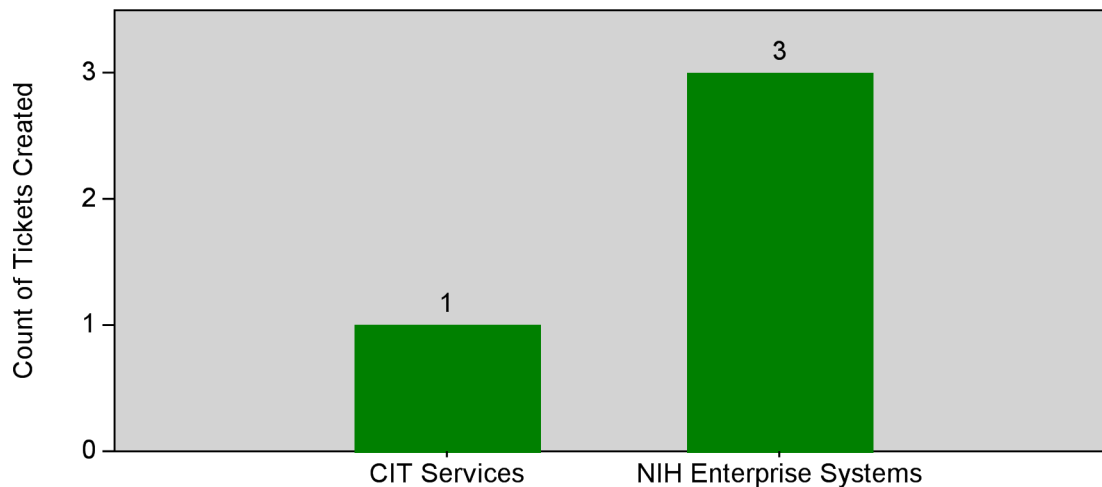


For Week of: 11/23/2008

Calls Received: 51

Tickets Created: 67

Tickets Created By Category Summary



## After Hours Monthly Support Summary



For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Snapshot Date: 12/1/2008 6:34:05 AM

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

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**For Week of: 11/30/2008**

**Calls Received: 13**

**Tickets Created: 11**

<b>GRAND TOTAL:</b>	
<b>Calls Received:</b>	<b>505</b>
<b>Tickets Created:</b>	<b>423</b>